ASTRP 235RC2

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant

Charles D. Lanier, et al.

App. No.

09/375,867

Filed

August 17, 1999

For

INTELLIGENT HELP SYSTEM

Examiner

Todd D. Ingberg

THIRD STATUS LETTER

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

Our file for the subject application reveals that there has been no action in this application since we filed the "Response to January 16, 2003 Office Action" on May 16, 2003. We also filed two separate "Status Letters" on November 13, 2003 and May 12, 2004 and received no response.

Please inform us as to the status of this application.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: May 12, 2005

Ву: _

David N. Weis

Registration No. 41,371

Attorney of Record

Customer No. 20,995

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Page 1 of 1

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Toold D. Ingberg

Group Art Unit

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CERTIFICATE OF FAX TRANSMISSION

I hereby certify that this correspondence and all marked attachments are being transmitted via facsimile to the USPTO Central Fax No. (703) 872-9306 on the date shown below:

May, 12, 2005

David N. Weiss, Reg. No. 41,371

Transmitted herewith for filing and consideration in the above-referenced application are the following items:

- (X) Third Status Letter in 1 page.
- (X) Total pages in transmission: 2

The Commissioner is hereby authorized to charge any additional fees which may be required, now or in the future, or credit any overpayment to Account No. 11-1410.

David N. Weiss

Registration No. 41,371

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